Advocate Independence, Purpose and Dignity for Individuals with Disabilities
A Message From the Executive Director

It is my pleasure to present the 2019 Annual Report for Independent Living Services. As you look at our annual report and the snapshot it provides of our programs, please keep in mind it represents just a small part of what Independent Living Services does every day.

It has been a year of transition for some of the services we provide. We are now providing Waiver Services under the new PASSEs model as required by Arkansas Developmental Disability Services. This has caused a lot of challenges as we get used to not providing Case Management and adjust to Care Coordination provided by an outside agency. It has also brought tremendous changes to our billing department. Throughout the transition our most important role is ensuring we provide excellent care to those we have the honor to serve.

I am consistently amazed at the commitment of our staff to ensure we provide exemplary services. I also appreciate our community and the support they offer the folks we serve, their families and our programs. Once again, I thank you for your belief, commitment and support to the ongoing success of Independent Living Services.

Elissa Douglas
Executive Director
Independent Living Services, Inc.
Leadership

Board of Directors

Rob Stevens, President  Jayme Lemon, Vice President  Sandra Leyva, Secretary  Kathleen Atkins
Melissa Britton  Jason Hansen  Josh Linden  Mark McCuin
Leann Parker  Umang Patel  Tyler Pearson  Mickey Prince
Eric Treat  Alan White  Courtney Williams  David Williams

Creative Living Board of Directors

Cathy Acre  James Plaxco

Greenbrier Board of Directors

Barbara Spradlin  Alan White

Florentz Estates Board of Directors

Evelyn Fecher-Ward  Calvin Price  Peggy Schneider  Robert Wright

Executive Team

Elissa Douglas, Executive Director  Jessica Hutchison, Financial Director
Amy White, Director of Compliance  Channing Hall, Director of Nursing
Danielle Henry, Human Resources Director  Evelyn Fecher-Ward, Program Director
Jordan Dunn, Director of Profiles Day Services  Robert Wright, Dir of Development & Supported Employment
Financial

The annual audits of Independent Living Services, Inc. and Creative Living, Inc. are free of any material findings and questioned costs. Continuing to improve financial policies is an important and inherent responsibility to be a good steward of the funds received. This financial strength is a valuable asset in continuing to serve our consumers, families, employees and our community.
Human Resources

Employees

<table>
<thead>
<tr>
<th></th>
<th>Full-time</th>
<th>Part-time</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>119</td>
<td>331</td>
<td>450</td>
</tr>
<tr>
<td>2018</td>
<td>123</td>
<td>291</td>
<td>414</td>
</tr>
</tbody>
</table>

Licenses held by Employees

Certified Public Accountant
Commercial Driver’s License
Licensed Social Worker
Licensed Professional Nurse
Nursing Home Administrator
Registered Nurse

Internal Trainings

CPR/First Aid: 40 Trainings
New Hire: 36 Classes
Orientation: 100 Trainings
Outside Speakers: 4 Trainings

Personal Care Certification: 24 Trainings
Positive Behavior Management: 12 Trainings
Transportation: 12 Trainings

The Employees of the Year were recognized by the Board of Directors in April. Mark White, Lutricia Brown, Ramona Brinkman and Candace Perry.

Barbara Spradlin and Yeves Black enjoying the festivities at the Employee Picnic.

Visit www.indliving.org for more information.
Our Development Department planned the Annual Golf Ball Drop at Centennial Valley Country Club.

The Golf Ball Drop raised $14,005!
1,647 Balls Dropped

Volunteer Hours: 1,311
Volunteers include Board Members, UCA O.T. Students, Conway Christian Students, Cooking Matters, Conway Junior Auxiliary, Hendrix, Key Club, Beta Club, UCA Outreach and many other wonderful community members!

Card Sales
Christmas and Occasional Cards featuring original Artwork by Consumers are sold to benefit Independent Living Services.
Grants & Outreach

Grants
Arkansas Department of Human Services
Arkansas State Highway Department
Blue Cross/Blue Shield Blue & You Grant
City of Conway For Supported Employment & Transportation
Community Development Block Grant

Outreach
City of Conway
Our Human Resource department provided Autism Awareness training for the entire Conway Police and Fire Departments.

City of Hope Outreach
The City of Hope Outreach Annual Thanksgiving Dinner was hosted at the Profiles Cafeteria.

Salvation Army
As the Salvation Army’s pantries became empty, ILS consumers and staff collected food and helped fill their pantry.

University of Central Arkansas - Occupational Therapy Dept.
The Occupationnal Therapy students volunteer to create the ACTS (Acting Creates Therapeutic Success) play.

Bob Leffert and Josh Linden from Centennial Bank grilling the food for our Annual Golf Ball Drop and Employee Picnic.

Independent Living Services won the Greenbrier Non-Profit Business of the Year. The award was presented at the Greenbrier Annual Meeting.
Demographics

Total Number Served: 282

Numbers Served in our Programs – Individuals may be enrolled in more than one service

Creative Living: 10  Profiles / Productions: 179
Residential / Waiver: 167  Supported Employment: 76

Statistical Breakdown

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male: 161</th>
<th>Female: 121</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American</td>
<td>56</td>
<td>1</td>
</tr>
<tr>
<td>Caucasian</td>
<td>219</td>
<td>4</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age Group</th>
<th>6 – 17 years old: 9</th>
<th>18 – 40 years old: 146</th>
<th>41 – 65 years old: 115</th>
<th>66 – 85 years old: 13</th>
</tr>
</thead>
</table>

Areas Served

Independent Living Services is licensed to provide services in eight counties in Arkansas

Cleburne County  Conway County  Faulkner County  Lonoke County
Perry County  Pulaski County  Van Buren County  White County

Independent Living Services is licensed to provide Medicaid Waiver, ADDT (Adult Developmental Day Treatment) Work Center, Supported Employment, Supported Apartments, Group Homes, ICF/IID (Intermediate Care Facility/Individuals with Intellectual Disabilities), Personal Care and Transportation. Administrative offices are located in Faulkner County.

Visit www.indliving.org for more information.
Residential and Community Based Services

Our residential services allow our consumers to live in the most independent setting possible. Our trained staff provide assistance with personal finance while helping our consumers meet their health care, nutritional, transportation, recreational and personal care needs.

Capacity
Capacity to Serve: 91 Currently Serving: 90

- Patterson House, Women’s Home
- Reynolds House, Women’s Home
- Ross House, Men’s Home
- South Boulevard, Women’s Home
- Conway Apartments
- Greenbrier Apartments
- Florentz Estates, Apartments
- Creative Living, 10 Bed Intermediate Care Facility

An Additional 67 Individuals are provided support in their own home, a rented apartment, house in the community or family residence.

Benny lives at Florentz Estates. He has received services from ILS since 1986. Benny receives Medicaid Waiver services. Benny is retired from the Hendrix Radio Station. Benny enjoys listening to music in his spare time. He is also an avid Razorback Fan!
Profiles Enrichment Center

Our adult developmental day treatment program provides our consumers with a variety of opportunities to continue their education in a classroom environment.

Consumers Served at Profiles & Profiles Productions: 179  Profiles Kitchen Served: 25,921 Lunches

Classes Offered at Profiles

<table>
<thead>
<tr>
<th>Advocacy</th>
<th>Home Ec</th>
<th>Sensory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Art</td>
<td>Music</td>
<td>Social Skills</td>
</tr>
<tr>
<td>Computer</td>
<td>Journey’s</td>
<td>Social Skills</td>
</tr>
<tr>
<td>Health &amp; Wellness</td>
<td>Performing Arts</td>
<td>Values</td>
</tr>
</tbody>
</table>

Winston attends Profiles and Profiles Productions. He lives at Greenbrier Apartment Complex. Winston has received services from ILS since 2014. Winston likes to watch horror movies. He is also a very talented artist.

Additional Activities at Profiles:

- Breast Cancer Awareness Day
- College Football Pep Rally
- Doughnuts with Dads
- Fitness Power Hour
- Halloween Escape Room
- Junior Auxiliary Thanksgiving Dinner
- Kamp Kahuna
- Muffins with Mom
- Sunshine Optimist Club
Profile Productions

Pounds of Paper Shredded/Recycled 10,000 lbs / Month

Conservation Equivalents
85 Trees / Month
1,900 Gallons of Oil / Month
35,000 Gallons of Water / Month

Michelle attends Profiles Productions. She has received services from ILS since 2009. Michelle lives at Reynolds House and receives Medicaid Waiver Services. She is hoping to move to her own apartment this next year.

Employees at Profiles Productions

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part-time</td>
<td>72</td>
<td>70</td>
</tr>
<tr>
<td>Full-time</td>
<td>38</td>
<td>45</td>
</tr>
<tr>
<td>Total</td>
<td>110</td>
<td>115</td>
</tr>
</tbody>
</table>

Job Contracts, Shredding and Recycling Vendors:

- American Management Corporation
- Arkansas Research Alliance
- BCJM, Inc.
- Beebe High School
- Bethlehem House
- Conner and Sartain, CPA
- Conway Chamber of Commerce
- Conway Wealth Management
- Crafton and Tull
- DHS/DDS Quality Assurance
- Edgar Tyler, LLP
- Fairmont Specialty
- Farris Agency
- Faulkner County Circuit Clerk
- Faulkner County Juvenile Court
- Faulkner County Treasurer
- George S. Mackey, CPA
- Independent Living Services, Inc.
- Log Cabin Democrat
- Millar Jiles Cullipher, LLP
- New York Life Insurance Company
- Patterson Eye Care
- Salvation Army
- SMC Packaging
- Talkington & Associates
- Torreyson Library, UCA
- Twentieth Judicial District
- Virco
- West Rock

Visit www.indliving.org for more information.
Kevin moved to Conway with his family in 2017. Kevin was referred to ILS through Arkansas Rehab. He received services through the ILS Supported Employment team to help him find a job at McDonald’s. Kevin started as a crew member and was promoted after two months to be the leader of productions in the lobby. Kevin’s next goal is to be a member of the management team at Mc’Donald’s.
Transportation

With no public transportation in Faulkner County, our consumers depend on our fleet of 39 vehicles for transportation to employment opportunities, social activities, medical appointments, shopping trips and volunteer opportunities.

We have 318 seats available on our vehicles!
Thank you to the Arkansas Highway Department, City of Conway, and Community Development Block Grant for assistance with funding our vehicles and transportation costs.

Activities Our Consumers participated in:

ACTS
Arts Fest
Arkansas State Fair
Bingo
Braves Baseball
Camp Mitchell
Conway Football Games
Conway Symphony Concerts
DDS Fall Festival
EcoFest
Faulkner County Fair
Fishing Trips

Junior Auxiliary Thanksgiving Dinner
October Fest
Pizza Parties
Pumpkin Patch
Razorback Games
Special Olympics
Toad Suck Daze
Traveler’s Games
Trips to Branson
Trips to Hot Springs
UCA Games
UCA OT Halloween Dance

Visit www.indliving.org for more information.
Licensure & Associations

Licensure

Waiver Program & Profiles are reviewed and licensed by the Division of Provider Services & Quality Assurance. Creative Living is reviewed and licensed by the Office of Long Term Care annually.

All of our residences that receive HUD (Housing and Urban Development) funding are reviewed annually. The Kitchen at Profiles is reviewed by the Health Department two times a year.

We receive a Special Nutrition License from the Department of Human Services which is reviewed annually.

Our vehicles are inspected annually by the Arkansas Department of Transportation.

All of our owned facilities and residences are reviewed by the Fire Department annually.

Associations

ANCOR - American Network of Community Options and Resources, is a National advocate and resource association for private community providers of services to people with disabilities.

APSE - Association of People Supporting Employment First, is a National organization that supports employment first to facilitate the full inclusion of people with disabilities in the workplace and community.

DDPA - Developmental Disability Provider Association, is an Arkansas advocacy agency which promotes the shared interests of non-profit agencies in their service to children and adults with developmental disabilities.

Independent Living Services, Inc. & Creative Living, Inc. are in compliance with Titles VI & VII of the Civil Rights Act and is operated, managed and delivers its services without regard to sex, race, color or national origin.
How to Donate:

Our Foundation thrives on the involvement and generosity of people like you. Every donation, no matter the size, can make an impact on the lives of people with intellectual disabilities.

Amazon Smile
Give Online

Kroger Community Rewards
Christmas Giving Fund

Employee Giving
Give through Your Estate

Your Contribution
All tax-deductible contributions to the Foundation enable us to expand our ever-growing transportation fleet, to improve existing programs like Profiles Enrichment Center and to develop new programs aimed at making a better life possible for people with intellectual disabilities in central Arkansas.

Robert Wright
Director of Development & Supported Employment
501 358-6572
robert@indliving.org

Donate By Mail
Independent Living Services
P.O. Box 1070
Conway, Arkansas 72033

donate@indliving.org

Donate Online
www.indliving.org/give
give@indliving.org
Thank you for your support

Golf Ball Drop Sponsors
Arkansas Blue Cross Blue Shield
Arkansas Total Care
Baker Drug
Canopy Employment Screenings
Centennial Bank
Central Arkansas Pest Services
Conner & Sartain Certified Public Accountants
Conway Fire Department
Conway Heating & Air
Conway Management Inc
Cousins’ Office Furniture
Covington Companies
Dow Building Services
FAB&T
Farris Agency
First Security Bank
First Service Bank
Gallagher Insurance/Risk Management/Consulting
Hutch’s Hometown Services
Meyers
Nabholz Construction
Pro Auto Conway
Smith Family Pharmacy
Summit Community Care
Sysco
Xerox
Y107.1

Employee Giving
Acklin, Whitney
Alford, Lacy
Alumbaugh, Beth
Anderson, Clara
Antonio, David
Appleby, Larry
Baker, Tiffany
Bartlett, Matthew
Bender, Jian
Black, Yeves
Blackwell-El, Arlinda
Blake, Shawnda
Blakely, Zachary
Bowles, Matthew
Breakfield, Linda
Brown, Crystal
Brown, Lorraine
Brown, Lutricia
Butler, Kaitlyn
Campbell, Deborah
Campbell, Lynn
Carolina, Tevis
Cauthen, Brandi
Chaney, Natasha
Cleveland, Lakisha
Cockrell, Ceaira
Davis, Jeanette
Deal, Bobbie
Deloney, Anthony
Douglas, Elissa
Dunn, Jordan
Ealy, Laura
Ealy, Tameka
Ellis, Andrea
Ester, Lakendra
Evans, LaTonia
Fecher-Ward, Evelyn
Flinoil, Mary
Fountain, Kimberly
Frazier, Jimmie
French, Rachel
Garner, Valencia
George, Michael
Gilbert, Carla
Gillum, Barbara
Grandy, LaKitta
Green, Jake
Grimes, Selena
Griswold, Kanisha
Guge, Kelly
Hamilton, Betty
Hamilton, Xena
Hardamon, Monica
Harper, Kathi
Harper, Teia
Hawkins, Andrea
Hawkins, Shunette
Hernandez, Aquita
Higgs, Jennifer
Hightower, Arthur
Holman, Jamie
Holmes, Delicia
Houck, Eleanor
Howell, Ashton
Hutchison, Jessica
Jenkins, Sharetta
Johnson, Jennifer
Johnson, Lyndley
Johnson, Tracy
Jones, Alyssa
Jones, Robin
Jones, Sarah
Joyner, Laurie
Kennedy, Courtney
Key, Heather
King, Anna
Lackland, Sylvia
Layne III, Tyree
Lindsay, Karen
Loew, Dawn
Macon, Rosalyn
Manuel, Barbara

Visit www.indliving.org for more information.
Marshall, Sherita
Mattison, Paulette
Maxfield, Sheila
Mays, Deondra
McCall, Carolyn
McDowell, Kimberly
McKissick, Patricia
McKissick, Shannadrian
Mitchell, Shirley
Moore, Gayland
Moore, Molly
Morris, Stella
Moses, Becky
Moses, Emily
Nettles, Kathy
Noel, Doretta
Novak, Brady
Oates, Twyla
Perry, Candace
Phillips, Shelsicia
Pitts, Ayannah
Podwoski, David
Powell, Samterious
Ragland, Kayla
Rains, Scott
Rasool, Nisa
Reese, Trenton
Rimlinger, Syble
Rogers, Dylan
Rzeznikiewicz, Nancy
Sanders, Eddie
Schmall, Marie
Scott, Austin
Seymore, Melanie
Smith, LaQuannda
Smith, Mary
Smith, Sonya
Smith-Williams, Victoria
Sparlin, Viktoria
Spencer, Kentaysia
Stricklin, Anna
Sullinger, Calissa
Swaim, Deborah
Swartz, Patricia
Tate, Janice
Taylor, Kayla
Thomas, Elgin
Thomas, Jasmine
Thomas, Javlin
Thrift, Mattie
Tuggle, Deniece
Vasquez, Daniel
Walker, Joshua
Ward, Heather
Washington, Katrina
Washington, Sabrina
White Jr, Mark
White, Amy
Williams, Aakeem
Williams, Deyonka
Williams, Tarik
Woods, Paula
Wright, Brittany
Wright, Robert
Young, Mariah
Young, Terry

Community Partners
Alpha Sigma Alpha Sorority
Arkansas Democrat Gazette
Arkansas Community Foundation
Arkansas Hunger Alliance
Arkansas Rehab
Arkansas State Highway Association
Arkansas Transportation Association
Arts Fest
Bob’s Grill
Centennial Bank
Central Arkansas Leadership Institute
Central Arkansas Youth Leadership Institute
Central Baptist College
City of Conway
City of Hope
Conway Area Chamber of Commerce
Conway Christian School
Conway Fire Department
Conway Human Development Center
Conway Police Department

Conway Optimist Club
Conway Symphony Orchestra

Down syndrome Association
Eco Fest
Faulkner County Library
Faulkner County Sheriff Department
Hendrix Kampus Kitty
Hendrix Volunteers
Junior Auxiliary
Log Cabin Democrat
Occupational Therapy Department at UCA
Special Olympics
Tru Service Federal Credit Union
United Way
University of Central Arkansas
Communication Dept.
University of Central Arkansas Interns
University of Central Arkansas Volunteer Offices
Vilonia Fire Department